



WILLIAM T FUJIOKA
Chief Executive Officer

County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
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(213) 974-1101
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July 22, 2008

Board of Supervisors
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Fifth District

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

**DEPARTMENT OF PUBLIC SOCIAL SERVICES: RECOMMENDATION TO EXTEND
THE CONTRACT AND AMEND THE PERFORMANCE MEASURES TO THE
HOUSING LOCATOR SERVICES CONTRACTS FOR HOMELESS CALWORKs
WELFARE-TO-WORK FAMILIES AND THE HOUSING LOCATOR CONSULTANT
SERVICES CONTRACT FOR GENERAL RELIEF SINGLE ADULTS
(ALL DISTRICTS AFFECTED - 3 VOTES)**

SUBJECT

Recommendation to extend the contract and amend the performance measures to the Housing Locator Services contracts for homeless California Work Opportunities and Responsibility to Kids (CalWORKs) Welfare-to-Work (WtW) families and the Housing Locator Consultant Services contract for General Relief Single Adults.

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve and instruct the Chair to sign the attached Amendment Number Three to: a) extend the Housing Locator Services and the Housing Locator Consultant Services contracts with Del Richardson and Associates (DRA) and Weingart Center Association (WCA) effective August 1, 2008, or the day after Board approval, whichever is later, through July 31, 2009; b) change the existing performance outcome measures; and c) revise the existing performance requirement standard to allow assessment of fiscal penalties and/or corrective action plan for unsatisfactory performance that exceeds the allowable Acceptable Quality Level (AQL).

"To Enrich Lives Through Effective And Caring Service"

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Intra-County Correspondence Sent Electronically Only**

PURPOSE/JUSTIFICATION OR RECOMMENDED ACTION

The purpose of the request is to extend and strengthen the current Housing Locator Services contracts.

Housing Locator Services are provided to homeless CalWORKs Welfare-to-Work (WtW) families, to assist them in locating affordable permanent rental housing in residential neighborhoods, to negotiate rental agreements with landlords, to provide transportation to rental locations, and to move homeless families into affordable rental housing within 180 calendar days from the referral date.

The Housing Locator Consultant Services contract for General Relief (GR) Single Adults with WCA provides a monthly database of 200 bona fide available rental housing units willing to rent to homeless GR single adults countywide. In addition, the contractor assists County staff in the GR Housing Subsidy and Case Management Pilot with the placement of homeless GR Single Adults in affordable rental housing in Los Angeles County.

The change in the existing performance outcome measures of the Housing Locator Services contracts will strengthen and simplify the performance measurement process and assure a sufficient evaluation of Contractors' performance. The proposed change to the performance outcome measures for DRA and WCA are as follows:

Del Richardson and Associates (DRA)

Contractor shall maintain a minimum of **15 percent placement rate** of the referred families in each quarter. To determine the Quarterly Placement Rate, the County will add the total number of placements and divide the total by the number of referrals received within the quarter. This performance outcome will be measured quarterly during the contract term.

Weingart Center Association (WCA)

Contractor shall maintain a minimum of **30 percent placement rate** of the referred families in a quarter. To determine the Quarterly Placement Rate, the County will add the total number of placements and divide the total by the number of referrals received within the quarter. This performance outcome will be measured quarterly during the contract term.

In addition, the proposed revision to the existing performance requirement standard will allow an assessment of penalties and/or a corrective action plan for unsatisfactory performance that exceeds the allowable AQL.

Implementation of Strategic Plan Goals

The recommended actions are consistent with the principles of the Countywide Strategic Plan Goal No. 3: Organizational Effectiveness: Ensure that service delivery systems are effective and goal oriented. Goal No. 5: Children and Families' Well-Being: to improve the well-being of children and families in Los Angeles County as measured by the achievements in the five outcome areas adopted by the Board: good health; economic well-being; safety and survival; social and emotional well-being; and educational/workforce readiness.

FISCAL IMPACT/FINANCING

The contract maximum amount for the homeless CalWORKs WtW families' contract with DRA is \$4,365,250. The contract maximum amount for homeless CalWORKs WtW families' contract with WCA is \$528,027. The total contract amount of \$4,893,277 is fully funded by CalWORKs Single Allocation. Funding for Housing Locator Services for homeless CalWORKs WtW families has been included in the Department's FY 2008-09 Adopted Budget. There is no additional net County cost (NCC) after the required CalWORKs Maintenance of Effort (MOE) is met.

WCA's contract maximum amount for the Housing Locator Consultant Services for GR Single Adults is \$200,000, fully funded with County General Fund.

The proposed change in Performance Outcome Measures will not result in increased contract costs. The Department of Public and Social Services (DPSS) will control the contract expenditures to 75 percent of each contract amount to ensure the contracts remain within the maximum contract amount.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

Amendment Number Three will commence on August 1, 2008, or the day after Board approval, whichever is later, and will continue through July 31, 2009.

These contracts will not result in the unauthorized disclosure of confidential information and will be in full compliance with federal, State and County regulations. The contracts include performance outcome measures that will measure the Contractors' performance.

The Honorable Board of Supervisors
July 22, 2008
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The County may terminate these contracts for convenience with 30 calendar days' written notice. The contracts also contain provisions that limit the County's obligation if funding is not appropriated by your Board for each year of the contracts.

Since the recommended contracts require housing locator resources to serve the homeless CalWORKs WtW families and housing locator consultant services to serve the homeless GR single adults, which are not routinely performed by County staff, these contracts are non-Prop A.

The contract has been approved as to form by County Counsel.

IMPACT ON CURRENT SERVICES

The award of these contract amendments will not infringe on the role of the County in relationship to its residents, and the County's ability to respond to emergencies will not be impaired. There is no change in risk exposure to the County.

CONCLUSION

Upon Board approval, the Executive Officer, Board of Supervisors is requested to return one adopted stamped Board letter and four original signed copies for each of the Amendments to the Director of DPSS.

Respectfully submitted,



William T. Fujioka
Chief Executive Officer

WTF:SRH:MS:
GP:JB:ljp

Attachments (2)

c: Executive Officer, Board of Supervisors
County Counsel
Auditor Controller
Department of Public Social Services

PSS Housing-BL

**AMENDMENT NUMBER THREE TO THE AGREEMENT
BETWEEN THE COUNTY OF LOS ANGELES AND
WEINGART CENTER ASSOCIATION FOR THE
PROVISIONS OF HOUSING LOCATOR SERVICES FOR
HOMELESS CALWORKS WELFARE-TO-WORK FAMILIES AND
THE HOUSING LOCATOR CONSULTANT SERVICES FOR
GENERAL RELIEF SINGLE ADULTS
CONTRACT # 75837**

Reference is made to the document entitled "*Contract By and Between County of Los Angeles and Weingart Center Association for Housing Locators Services for Homeless CalWORKs Welfare-to-Work (WtW) Families and Housing Locator Consultant Services for General Relief Single Adults*", dated July 25, 2006, and further identified as Contract #75837 (hereinafter referred to as "Contract").

WHEREAS, Terms and Condition, Section 8.7, Changes and Amendments of Terms, Sub-Section 8.72, for any revision, which materially affects the scope of work of any term and condition included in the Contract, a negotiated amendment to the Contract shall be executed by the County Board of Supervisors.

THEREFORE, effective the day after approval by the Board of Supervisors, the Contract is amended as follows:

- A. Section 3.0, Work, is amended to add a third paragraph to read as follows:

Contractor shall establish and maintain sufficient accounting, internal control, financial reporting, and administrative capacity to effectively administer the services required by this Contract. At a minimum, Contractor shall adhere to the standards set forth in the Auditor-Controller Contract Accounting and Administration Handbook, which is incorporated herein by reference and is available at www.ladpss.org/dpss/contracts.

- B. Section 5.0, Term of Contract, first paragraph is amended to read as follows:

The term of this Contract shall be for a period of one year effective August 1, 2008, and continuing through July 31, 2009, which extends the contract for the last one (1) year term.

- C. Section 7.0, Administration of Contract, Sub-section 7.2.4, Background and Security Investigations, Sub-paragraph 7.2.4.3 is amended to read as follows:

7.2.4.3 County may immediately, at the sole discretion of the County, deny or terminate facility access to the Contractor's staff that does not pass such investigation(s) to the satisfaction of the County whose background or conduct is incompatible with County facility access.

- D. Statement of Work, Attachment A, Section 1.5, Performance Outcome Measures, is deleted in its entirety and replaced with the following:

The Contract includes two (2) Performance Outcome Measures that will measure the Contractor's performance related to the Housing Locator Services for homeless CalWORKs WtW families. These will measure the Contractor's ability of placing and maintaining homeless CalWORKs WtW families in permanent housing. Should there be a change in federal, State

and/or County policies/regulations or the County determines the need for change, the County may amend these Outcome Measures via a contract amendment, as detailed in Section 8.7, Changes and Amendments of Terms.

These measures are as follows:

- Contractor shall maintain a minimum of **30 percent placement rate** of all referred families in a quarter. To determine the Quarterly Placement Rate, the County will add the number of placements and divide the total by the number of referrals received within the quarter. This performance outcome will be measured quarterly during the contract term.
- Once the CalWORKs WtW families are placed in affordable housing, Contractor shall maintain 80 percent of the placed CalWORKs WtW families in affordable permanent housing for six (6) consecutive months.

E. Statement of Work, Appendix C, Technical Exhibits, Unsatisfactory Performance Remedies, Section 1.7, Unsatisfactory Performance Remedies, Sub-section 1.7.2, is revised to read as follows:

1.7.2 Assess penalty amounts for each Unsatisfactory Performance Indicator (UPI) per quarter that exceeds the allowable Acceptable Quality Level. Assess deductions in the amount of ten dollars (\$10.00) per point for each UPI exceeding 100 points for the quarter.

F. Statement of Work, Technical Exhibit I, Performance Requirements Summary Chart is revised to read as follows: (Attachment - Technical Exhibit I).

All other terms and conditions of this Contract shall remain in full force and effect.

#

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be subscribed by the Chair, and the seal of said Board hereto affixed and attested by the Executive Officer and Clerk thereof, and Contractor has caused this Amendment to be signed by its duly authorized Officer(s) on this 22nd day of July, 2008.

CONTRACTOR

By: [Signature]
Gregory C. Scott, President and CEO
Weingart Center Association

COUNTY OF LOS ANGELES

By: [Signature]
Chair, Board of Supervisor

ATTEST:

Sachi A. Hamai, Executive Officer
Clerk of the Board of Supervisors
of the County of Los Angeles



I hereby certify that pursuant to
Section 25103 of the Government Code,
delivery of this document has been made.

SACHI A. HAMAI
Executive Officer
Clerk of the Board of Supervisors

By: [Signature]
Deputy

By: [Signature]
Deputy

APPROVED AS TO FORM:

BY THE OFFICE OF COUNTY COUNSEL
RAYMOND G. FORTNER, JR., County Counsel

By: [Signature]
David R. Beaudet,
Deputy County Counsel

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

23 JUL 22 2008

[Signature]
SACHI A. HAMAI
EXECUTIVE OFFICER

75837

Supplement No. 2

Performance Requirements Summary Chart

Weingart Center Association

Required Services	Performance Indicator	Standard(s)	Acceptable Quality Level (AQL)	Monitoring Methods	Monthly Unsatisfactory Performance Indicator Points For Exceeding the AQL
<u>Section 8.41 -</u> Complies with all laws such as EEO & Nondiscrimination Notices	Notices posted	All required posters and materials are posted in Contractor's sites and accessible to all homeless families and staff.	0.0%	- User complaint; - On-site review	10 points per incident.
<u>SOW/</u> <u>Section 4.0 -</u> Quality Control Plan	Contractor provides revisions to QC Plan upon CCA requests.	Revised QC Plan received by CCA within 10 business days of written request by CCA.	0.0%	- Review of revised plan	10 points per day late.
<u>SOW/</u> <u>Section 1.3 -</u> Forms, materials and notices	Contractor maintains review of records and provides upon CCA request. Forms, signs, notices and other written materials used for the provision of this contract must be available and offered in the families' primary language. When written materials are not available in the homeless families' primary language, Contractor must either provide appropriate interpreting services or translate the materials in the homeless families' primary language, as approved by DPSS.	File of QC review records maintained. Written materials in families' primary language.	0.0%	- Review of records maintained - Random sample of case files - On-site review of posted materials	10 points per incident. 10 points per incident.
<u>SOW/</u> <u>Section 1.3, Sub-section 1.3.3</u> Placement of CalWORKs WWF families	Assist and place homeless CalWORKs WWF families within 120-days of referral date in affordable, permanent rental housing. The need for an additional 60 calendar days, not to exceed 180 calendar days, will be evaluated on a case by case basis by the County Contract Administrator (CCA) due to the following criteria: <ul style="list-style-type: none">• Pending housing placement• Increase of current monthly income• In process of negotiating a landlord agreement• Apartment/house available within 30 days	Placement of CalWORKs WWF families within 120 calendar days of referral date or within 180 calendar days from referral date with approval from CCA.	0.0%	- Review of referral report - Review of placement report	10 points per day per case past 120 calendar days from referral date, without prior approval from CCA.

Performance Requirements Summary Chart

Weingart Center Association

Required Services	Performance Indicator	Standard(s)	Acceptable Quality Level (AQL)	Monitoring Methods	Monthly Unsatisfactory Performance Indicator Points For Exceeding the AQL
<u>SOW Section 1.7 - Performance Outcome Measures</u>	Maintain a minimum of 30% placement rate of referred families in a quarter.	30% Quarterly Average Placement Rate ..	0.0%	<ul style="list-style-type: none"> - Review of referrals and placements reports. - Review of MMR reports - Case Reviews 	Initiate CDR for corrective action plan.
<u>SOW Section 1.7 - Performance Outcome Measures</u>	Maintain 80% of the placed families in permanent housing for six (6) consecutive months.	Maintain 80% of placed families in permanent housing for six (6) consecutive months.	0.0%	<ul style="list-style-type: none"> - Review of referrals and placements reports. - Review of MMR reports - Case Reviews 	Initiate CDR for corrective action plan.
<u>SOW Section 1.3.13 - Information and training</u>	Provide information and training to homeless CalWORKs WwV families on tenant rights and responsibilities.	Training provided for each family referred.	0.0%	<ul style="list-style-type: none"> - Random sample of case files 	10 points per incident.
<u>Required Forms Attachment E Confidentiality</u>	Signed Employee Acknowledgement & Confidentiality Agreement on file for employees performing services covered by the Contract.	Copy of agreement in each employee file.	0.0%	<ul style="list-style-type: none"> - Random sample of employee files 	10 points per employee file.
<u>SOW Section 14.0 - Reporting Tasks</u>	MMR reports and invoices submitted to the CCA by the 15 th calendar day of each month.	MMR reports and invoices are received by the 15 th calendar day following the service month.	0.0%	<ul style="list-style-type: none"> - Review of receipt dates of MMR reports and invoices 	10 points per each day late.
<u>Section 8.0 Customer Service</u>	Customer Service Program consistent with County's vision.	Customer satisfaction standards are met.	0.0%	<ul style="list-style-type: none"> - Random Sample and telephone interviews of placed participants 	10 points per incident
<u>Amendment #2 - SOW Section 1.3 Sub-section 1.3.4 Sub-paragraph 1.3.4.1</u>	Completes Barriers to Permanent Housing Assessment (PA 6053).	Provide PA 6053 to Homeless Case Manager (HCM) within five (5) working days from date of HCM referral.	0.0%	<ul style="list-style-type: none"> -Random sample of case files 	10 points per incident
<u>Amendment #2 SOW Section 1.3 Sub-section 1.3.4 Sub-paragraph 1.3.4.2</u>	Update Permanent Housing Assistance Services (PHASE) database.	Record the intake interview with families into PHASE database under the Case Notes, Services, and Referral sections	0.0%	<ul style="list-style-type: none"> - Review of PHASE 	Initiate CDR for corrective action plan.

**AMENDMENT NUMBER THREE TO THE AGREEMENT
BETWEEN THE COUNTY OF LOS ANGELES AND
DEL RICHARDSON & ASSOCIATES FOR THE
PROVISION OF HOUSING LOCATOR SERVICES FOR
HOMELESS CALWORKS WELFARE-TO-WORK FAMILIES
CONTRACT # 75838**

Reference is made to the document entitled "*Contract By and Between County of Los Angeles and Del Richardson & Associates, Inc. for Housing Locators Services for Homeless CalWORKs Welfare-to-Work (WtW) Families*", dated July 25, 2006, and further identified as Contract #75838 (hereinafter referred to as "Contract").

WHEREAS, Terms and Condition, Section 8.7, Changes and Amendments of Terms, Sub-Section 8.72, for any revision, which materially affects the scope of work of any term and condition included in the Contract, a negotiated amendment to the Contract shall be executed by the County Board of Supervisors.

THEREFORE, effective the day after approval by the Board of Supervisors, the Contract is amended as follows:

- A. Section 3.0, Work, is amended to add a third paragraph to read as follows:

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- B. Section 5.0, Term of Contract, first paragraph is amended to read as follows:

The term of this Contract shall be for a period of one year effective August 1, 2008, and continuing through July 31, 2009, which extends the contract for the last one (1) year term.

- C. Section 7.0, Administration of Contract, Sub-section 7.2.4, Background and Security Investigations, Sub-paragraph 7.2.4.3 is amended to read as follows:

7.2.4.3 County may immediately, at the sole discretion of the County, deny or terminate facility access to the Contractor's staff that does not pass such investigation(s) to the satisfaction of the County whose background or conduct is incompatible with County facility access.

- D. Statement of Work, Attachment A, Section 1.7, Performance Outcome Measures, is deleted in its entirety and replaced with the following:

The Contract includes two (2) Performance Outcome Measures that will measure the Contractor's performance related to the Housing Locator Services for homeless CalWORKs WtW families. These will measure the Contractor's ability of placing and maintaining homeless CalWORKs WtW families in permanent housing. Should there be a change in federal, State and/or County policies/regulations or the County determines the need for change, the County

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Supplement No. 2

may amend these Outcome Measures via a contract amendment, as detailed in Section 8.7, Changes and Amendments of Terms.

These measures are as follows:

- Contractor shall maintain a minimum of **15 percent placement rate** of all referred families in a quarter. To determine the Quarterly Placement Rate, the County will add the number of placements and divide the total by the number of referrals received within the quarter. This performance outcome will be measured quarterly during the contract term.
- Once the CalWORKs WtW families are placed in affordable housing, Contractor shall maintain 80 percent of the placed CalWORKs WtW families in affordable permanent housing for six (6) consecutive months.

E. Statement of Work, Appendix C, Technical Exhibits, Unsatisfactory Performance Remedies, Section 1.7, Unsatisfactory Performance Remedies, Sub-section 1.7.2, is revised to read as follows:

1.7.2 Assess penalty amounts for each Unsatisfactory Performance Indicator (UPI) per quarter that exceeds the allowable Acceptable Quality Level. Assess deductions in the amount of ten dollars (\$10.00) per point for each UPI exceeding 100 points for the quarter.

F. Statement of Work, Technical Exhibit I, Performance Requirements Summary Chart is revised to read as follows: (Attachment - Technical Exhibit I).

All other terms and conditions of this Contract shall remain in full force and effect.

#

IN WITNESS WHEREOF, the Board of Supervisors of the County of Los Angeles has caused this Amendment to be subscribed by the Chair, and the seal of said Board hereto affixed and attested by the Executive Officer and Clerk thereof. and Contractor has caused this Amendment to be signed by its duly authorized Officer(s) on this 22nd day of July, 2008.

CONTRACTOR

By: [Signature]
Del Richardson, President
Del Richardson & Associates, Inc.

COUNTY OF LOS ANGELES

By [Signature]
Chair, Board of Supervisor

ATTEST:

Sachi A. Hamai, Executive Officer
Clerk of the Board of Supervisors
of the County of Los Angeles



I hereby certify that pursuant to
Section 25103 of the Government Code,
delivery of this document has been made.

SACHI A. HAMAI
Executive Officer
Clerk of the Board of Supervisors

By [Signature]
Deputy

By [Signature]
Deputy

APPROVED AS TO FORM:

BY THE OFFICE OF COUNTY COUNSEL
RAYMOND G. FORTNER, JR., County Counsel

By [Signature]
David R. Beaudet,
Deputy County Counsel

ADOPTED
BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

23 JUL 22 2008

[Signature]
SACHI A. HAMAI
EXECUTIVE OFFICER

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Supplement No. 2

Performance Requirements Summary Chart

Del Richardson & Associates

Required Services	Performance Indicator	Standard(s)	Acceptable Quality Level (AQL)	Monitoring Methods	Monthly Unsatisfactory Performance Indicator Points For Exceeding the AQL
<u>Section 8.41 -</u> Complies with all laws such as EEO & Nondiscrimination Notices	Notices posted	All required posters and materials are posted in Contractor's sites and accessible to all homeless families and staff.	0.0%	- User complaint; - On-site review	10 points per incident.
<u>SOW</u> <u>Section 4.0 -</u> Quality Control Plan	Contractor provides revisions to QC Plan upon CCA requests.	Revised QC Plan received by CCA within 10 business days of written request by CCA.	0.0%	- Review of revised plan	10 points per day late.
<u>SOW</u> <u>Section 1.3 -</u> Forms, materials and notices	Contractor maintains review of records and provides upon CCA request. Forms, signs, notices and other written materials used for the provision of this contract must be available and offered in the families' primary language. When written materials are not available in the homeless families' primary language, Contractor must either provide appropriate interpreting services or translate the materials in the homeless families' primary language, as approved by DPSS.	File of QC review records maintained. Written materials in families' primary language.	0.0% 0.0%	- Review of records maintained - Random sample of case files - On-site review of posted materials.	10 points per incident. 10 points per incident.
<u>SOW</u> <u>Section 1.3, Sub-section 1.3.3</u> Placement of CalWORKs Ww families Change Notice #3 dated March 12, 2008	Assist and place homeless CalWORKs Ww families within 120-days of referral date in affordable, permanent rental housing. The need for an additional 60 calendar days, not to exceed 180 calendar days, will be evaluated on a case by case basis by the County Contract Administrator (CCA) due to the following criteria: <ul style="list-style-type: none"> • Pending housing placement • Increase of current monthly income • In process of negotiating a landlord agreement • Apartment/house available within 30 days 	Placement of CalWORKs Ww families within 120 calendar days of referral date or within 180 calendar days from referral date with approval from CCA.	0.0%	- Review of referral report - Review of placement report	10 points per day per case past 120 calendar days from referral date, without prior approval from CCA.

Performance Requirements Summary Chart

Del Richardson & Associates

Required Services	Performance Indicator	Standard(s)	Acceptable Quality Level (AQL)	Monitoring Methods	Monthly Unsatisfactory Performance Indicator Points For Exceeding the AQL
<u>SOW</u> Section 1.7 - Performance Outcome Measures	Maintain a minimum of 15% placement rate of referred families in a quarter.	15% Quarterly Average Placement Rate.	0.0%	- Review of referrals and placements reports. - Review of MMR reports - Case Reviews	Initiate CDR for corrective action plan.
<u>SOW</u> Section 1.7 - Performance Outcome Measures	Maintain 80% of the placed families in permanent housing for six (6) consecutive months.	Maintain 80% of placed families in permanent housing for six (6) consecutive months	0.0%	- Review of referrals and placements reports. - Review of MMR reports - Case Reviews	Initiate CDR for corrective action plan.
<u>SOW</u> Section 1.3.13 - Information and training	Provide information and training to homeless CalWORKs WW families on tenant rights and responsibilities.	Training provided for each family referred.	0.0%	- Random sample of case files	10 points per incident.
<u>Required Forms</u> <u>Attachment E</u> Confidentiality	Signed Employee Acknowledgement & Confidentiality Agreement on file for employees performing services covered by the Contract.	Copy of agreement in each employee file.	0.0%	- Random sample of employee files	10 points per employee file.
<u>SOW</u> Section 14.0 - Reporting Tasks	MMR reports and invoices submitted to the CCA by the 15 th calendar day of each month.	MMR reports and invoices are received by the 15 th calendar day following the service month.	0.0%	- Review of receipt dates of MMR reports and invoices	10 points per each day late.
Section 8.0 Customer Service	Customer Service Program consistent with County's vision.	Customer satisfaction standards are met.	0.0%	- Random Sample and telephone interviews of placed participants	10 points per incident.
<u>Amendment #2 - SOW</u> Section 1.3 Sub-section 1.3.4 Sub-paragraph 1.3.4.1	Completes Barriers to Permanent Housing Assessment (PA 6053)	Provide PA 6053 to Homeless Case Manager (HCM) within five (5) working days from date of HCM referral.	0.0%	-Random sample of case files	10 points per incident.
<u>Amendment #2 - SOW</u> Section 1.3 Sub-section 1.3.4 Sub-paragraph 1.3.4.2	Updates Permanent Housing Assistance Services (PHASE) database.	Record the intake interview with families into PHASE database under the Case Notes, Services, and Referral sections	0.0%	- Review of PHASE	Initiate CDR for corrective action plan.

Performance Requirements Summary Chart Weingart Center Association – General Relief

Required Services	Performance Indicator	Standard(s)	Acceptable Quality Level (AQL)	Monitoring Methods	Monthly Unsatisfactory Performance Indicator Points For Exceeding the AQL
<u>SOW Part B</u> <u>Section 1.3 -</u> <u>Excel Database</u>	Contractor maintains a database (in excel format) of available rental housing units (landlord/real estate property managers, rental housing agencies, etc.) willing to rent to homeless GR adults.	Database maintained.	0.0%	- Review of database report.	50 points per day without database.
<u>SOW Part B</u> <u>Section 1.3.11</u>	Contractor shall provide informational guidance or training to DPSS GR Case Managers to educate homeless GR adults on housing issues.	Information to DPSS GR Case Managers provided by Contractor	0.0%	- MMR Report; DPSS Staff complaints	50 points per incident.
<u>SOW Part B</u> <u>Section 1.4</u> <u>Performance Measures</u>	List of 100 bona fide affordable housing listing per month per Housing Consultant.	Report of list received monthly per Consultant.	0.0%	- Review of lists provided per Consultant.	20 points per day without database.
<u>SOW Part B</u> <u>Section 1.4</u> <u>Performance Measures</u>	48 hours response on 95% of GRHCM Consultant Services inquiries per month.	Response within 48 hours.	0.0%	- User complaint. - Review of records maintained.	20 points per incident.
<u>SOW Part B</u> <u>Section 1.4</u> <u>Performance Measures</u>	Monthly Activity Log containing day-to-day activities.	Recorded day-to-day activities.	0.0%	- Review of reports.	20 points per incident.